



ITW

PATENTS

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of:

**Rick Baggenstoss, et al.**

Art Unit: **3713**

Serial No.: **10/733,457**

Examiner: **Unassigned**

Filed: **December 11, 2003**

Atty Docket No: **07117.105016**

For: **Managing the Rate of Delivering  
Performance Interventions in a Contact  
Center**

TRANSMITTAL LETTER

Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Sir:

Transmitted herewith are papers in the above-identified application.

- ☒ Preliminary Amendment.
- ☒ Applicant(s) claim small entity status. See 37 C.F.R. § 1.27.
- ☒ An additional fee is not required.

|  |   |       |                                   |                  | SMALL ENTITY |               | LARGE ENTITY |               |
|--|---|-------|-----------------------------------|------------------|--------------|---------------|--------------|---------------|
|  | CLAIMS<br>REMAINING<br>AFTER<br>AMENDMENT |       | HIGHEST<br>PREVIOUSLY<br>PAID FOR | PRESENT<br>EXTRA | RATE         | ADDIT.<br>FEE | RATE         | ADDIT.<br>FEE |
| TOTAL  | 37  | MINUS | 37=                               | 0                | x9           | \$0           | x18          | \$            |
| INDEP.   | 6   | MINUS | 6=                                | 0                | x44          | \$0           | x88          | \$            |
| FIRST PRESENTATION OF<br>MULTIPLE DEPENDENT CLAIMS |   |       |                                   |                  | +150         | \$0           | +300         | \$            |
| TOTAL<br>ADDITIONAL FEE                            |   |       |                                   |                  |              | \$0           | \$           |               |

- ☒ The Commissioner is hereby authorized to charge any additional fees required under 37 CFR § 1.16, or to credit any overpayment to Deposit Account No. 11-0980. A duplicate of this sheet is enclosed.

I hereby certify that this correspondence is being deposited with the U.S. Postal Service as first class mail in an envelope addressed to: Commissioner for Patents, PO Box 1450, Alexandria, VA 22313-1450 on October 22, 2004.

Michael L. Wach, Reg. No. 54,517

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Atlanta, Georgia 30303-1763

By: 

Michael L. Wach, Reg. No. 54,517



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|   |   |                                     |
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| In re Application of:                         | ) |                                     |
|   | ) |                                     |
| <b>Rick Baggenstoss, et al.</b>               | ) | Art Unit: <b>3713</b>               |
|   | ) |                                     |
| Serial No.: <b>10/733,457</b>                 | ) | Examiner: <b>Unassigned</b>         |
|   | ) |                                     |
| Filed: <b>December 11, 2003</b>               | ) |                                     |
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| For: <b>Managing the Rate of Delivering</b>   | ) |                                     |
| <b>Performance Interventions in a Contact</b> | ) |                                     |
| <b>Center</b>                                 | ) |                                     |

**PRELIMINARY AMENDMENT**

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Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Sir:

Please enter the following preliminary amendments prior to examination of the present application.

[This section is intentionally left blank.]

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Michael L. Wach, Reg. No. 54,517